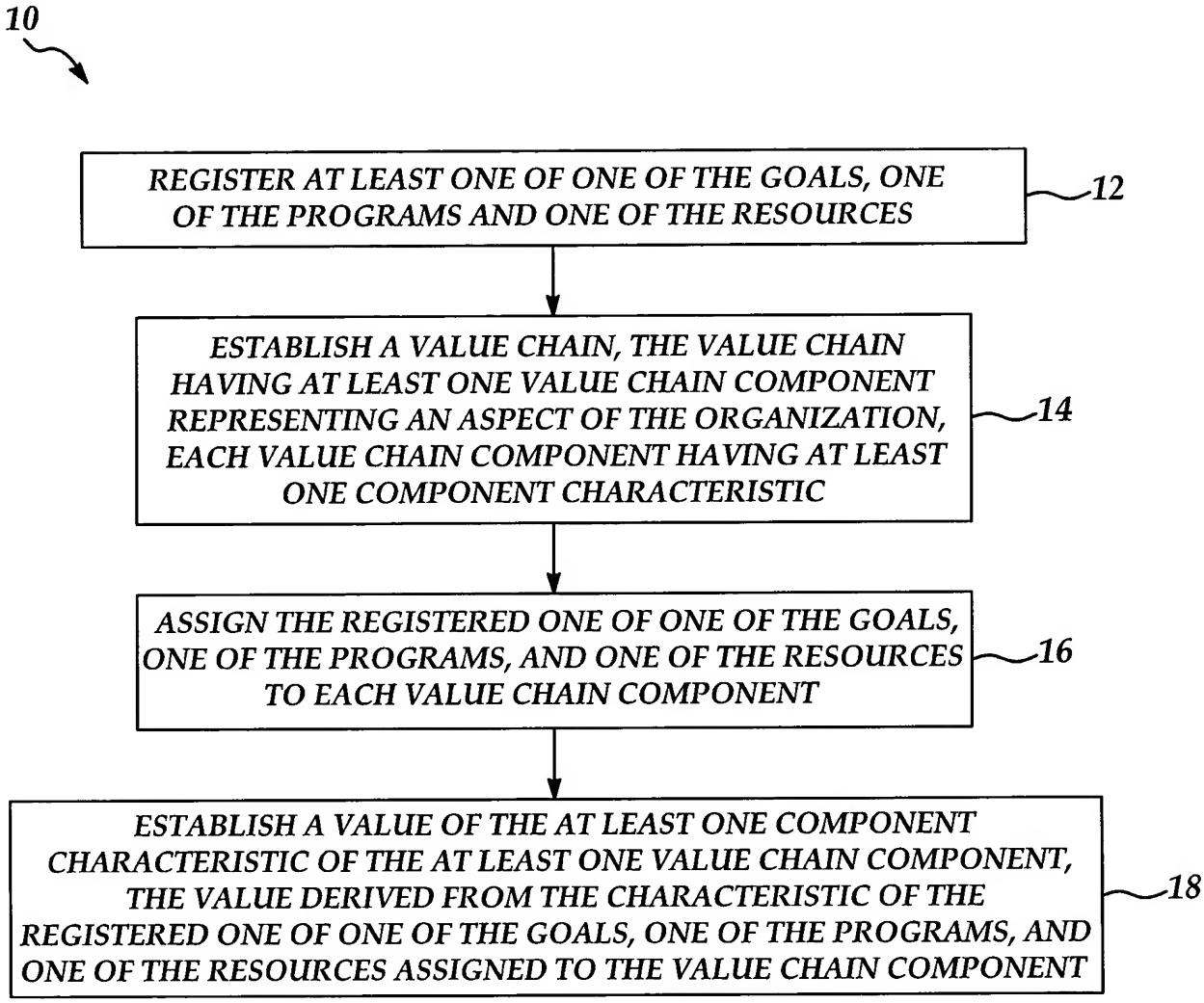

10
REGISTER AT LEAST ONE OF ONE OF THE GOALS, ONE OF THE PROGRAMS AND ONE OF THE RESOURCES
12
ESTABLISH A VALUE CHAIN, THE VALUE CHAIN HAVING AT LEAST ONE VALUE CHAIN COMPONENT REPRESENTING AN ASPECT OF THE ORGANIZATION, EACH VALUE CHAIN COMPONENT HAVING AT LEAST ONE COMPONENT CHARACTERISTIC
14
ASSIGN THE REGISTERED ONE OF ONE OF THE GOALS, ONE OF THE PROGRAMS, AND ONE OF THE RESOURCES TO EACH VALUE CHAIN COMPONENT
16
ESTABLISH A VALUE OF THE AT LEAST ONE COMPONENT CHARACTERISTIC OF THE AT LEAST ONE VALUE CHAIN COMPONENT, THE VALUE DERIVED FROM THE CHARACTERISTIC OF THE REGISTERED ONE OF ONE OF THE GOALS, ONE OF THE PROGRAMS, AND ONE OF THE RESOURCES ASSIGNED TO THE VALUE CHAIN COMPONENT
18

Figure 1A

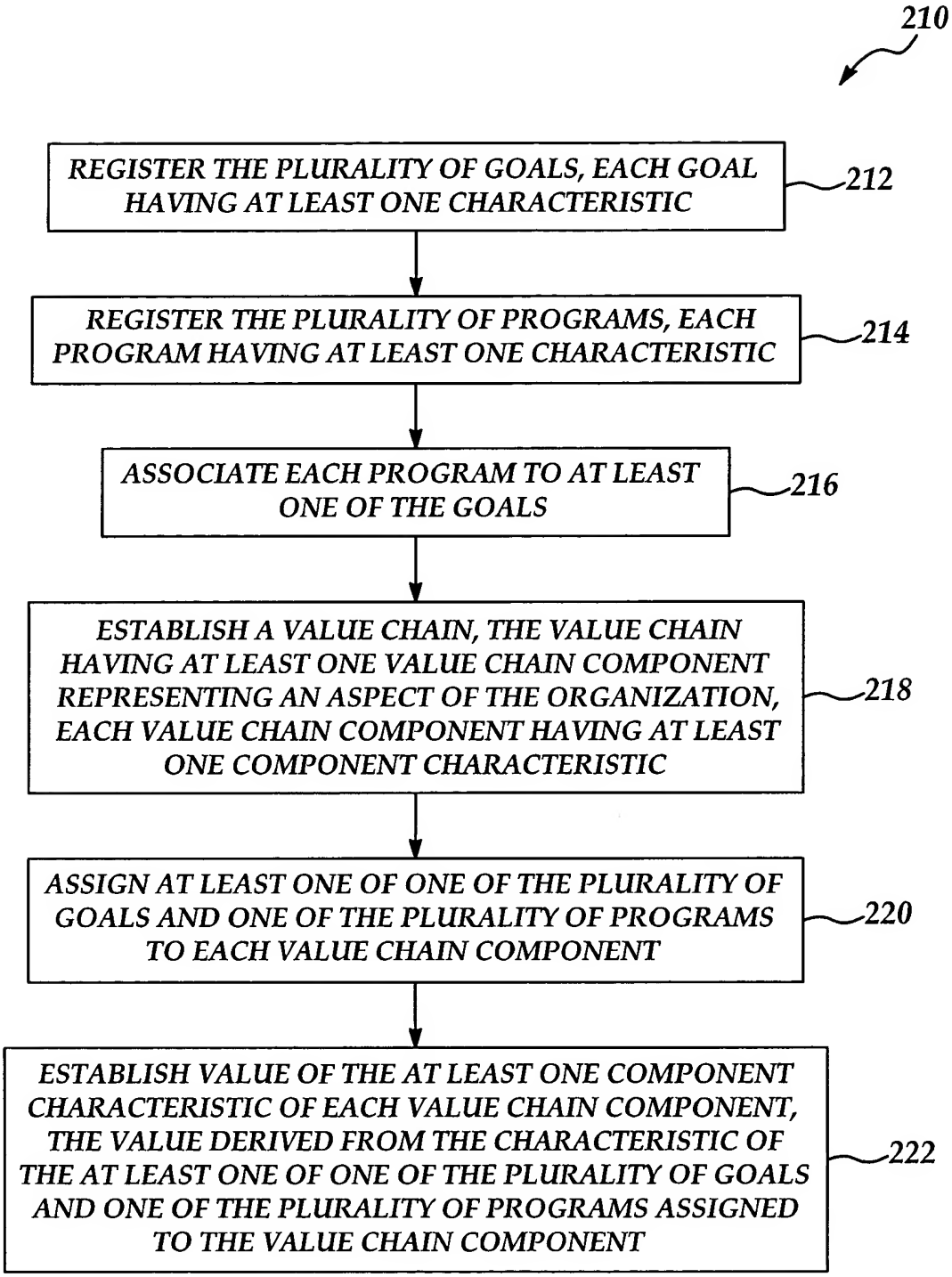

210
REGISTER THE PLURALITY OF GOALS, EACH GOAL HAVING AT LEAST ONE CHARACTERISTIC
212
REGISTER THE PLURALITY OF PROGRAMS, EACH PROGRAM HAVING AT LEAST ONE CHARACTERISTIC
214
ASSOCIATE EACH PROGRAM TO AT LEAST ONE OF THE GOALS
216
ESTABLISH A VALUE CHAIN, THE VALUE CHAIN HAVING AT LEAST ONE VALUE CHAIN COMPONENT REPRESENTING AN ASPECT OF THE ORGANIZATION, EACH VALUE CHAIN COMPONENT HAVING AT LEAST ONE COMPONENT CHARACTERISTIC
218
ASSIGN AT LEAST ONE OF ONE OF THE PLURALITY OF GOALS AND ONE OF THE PLURALITY OF PROGRAMS TO EACH VALUE CHAIN COMPONENT
220
ESTABLISH VALUE OF THE AT LEAST ONE COMPONENT CHARACTERISTIC OF EACH VALUE CHAIN COMPONENT, THE VALUE DERIVED FROM THE CHARACTERISTIC OF THE AT LEAST ONE OF ONE OF THE PLURALITY OF GOALS AND ONE OF THE PLURALITY OF PROGRAMS ASSIGNED TO THE VALUE CHAIN COMPONENT
222

Figure 1B

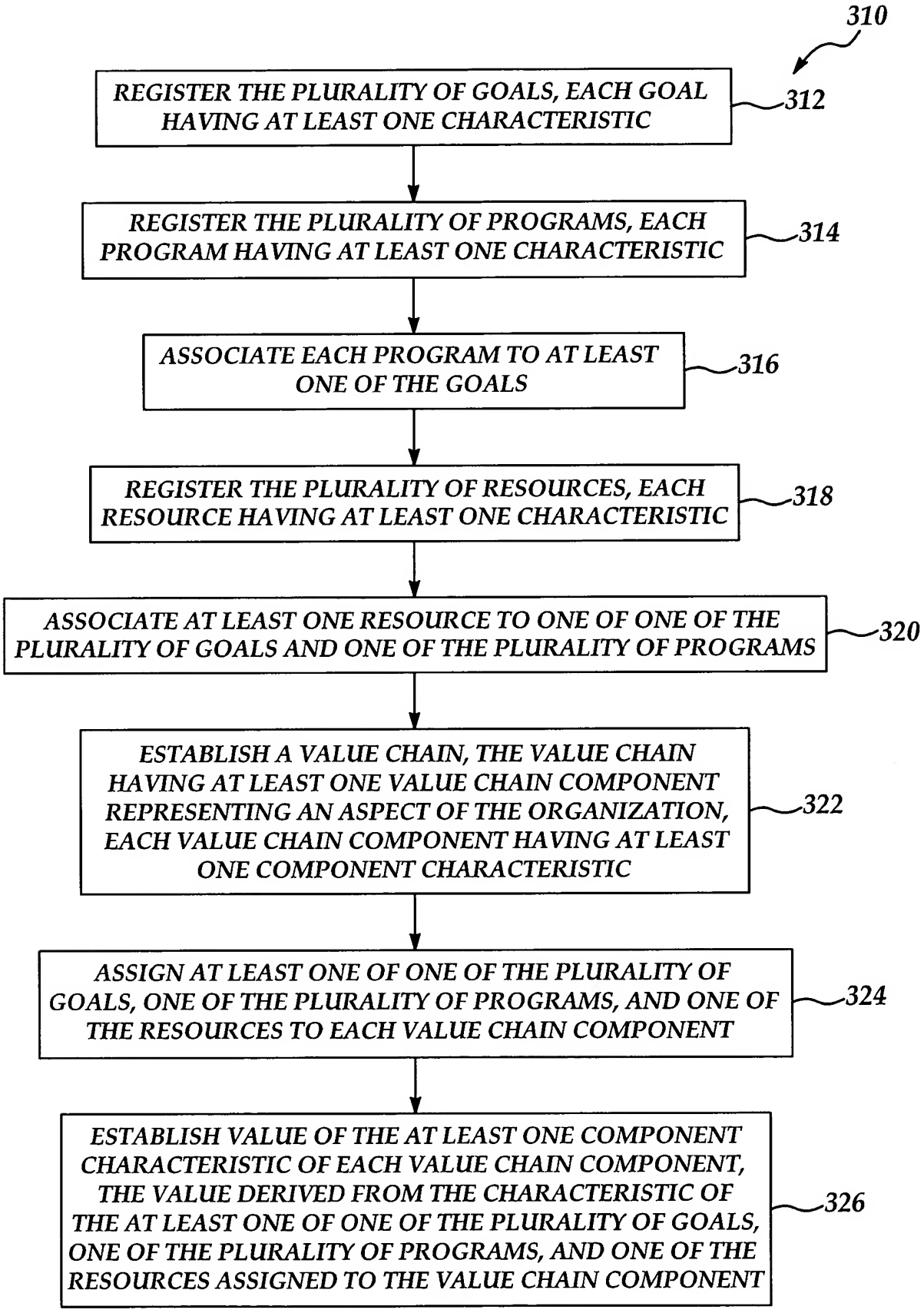

310
REGISTER THE PLURALITY OF GOALS, EACH GOAL HAVING AT LEAST ONE CHARACTERISTIC
312
REGISTER THE PLURALITY OF PROGRAMS, EACH PROGRAM HAVING AT LEAST ONE CHARACTERISTIC
314
ASSOCIATE EACH PROGRAM TO AT LEAST ONE OF THE GOALS
316
REGISTER THE PLURALITY OF RESOURCES, EACH RESOURCE HAVING AT LEAST ONE CHARACTERISTIC
318
ASSOCIATE AT LEAST ONE RESOURCE TO ONE OF ONE OF THE PLURALITY OF GOALS AND ONE OF THE PLURALITY OF PROGRAMS
320
ESTABLISH A VALUE CHAIN, THE VALUE CHAIN HAVING AT LEAST ONE VALUE CHAIN COMPONENT REPRESENTING AN ASPECT OF THE ORGANIZATION, EACH VALUE CHAIN COMPONENT HAVING AT LEAST ONE COMPONENT CHARACTERISTIC
322
ASSIGN AT LEAST ONE OF ONE OF THE PLURALITY OF GOALS, ONE OF THE PLURALITY OF PROGRAMS, AND ONE OF THE RESOURCES TO EACH VALUE CHAIN COMPONENT
324
ESTABLISH VALUE OF THE AT LEAST ONE COMPONENT CHARACTERISTIC OF EACH VALUE CHAIN COMPONENT, THE VALUE DERIVED FROM THE CHARACTERISTIC OF THE AT LEAST ONE OF ONE OF THE PLURALITY OF GOALS, ONE OF THE PLURALITY OF PROGRAMS, AND ONE OF THE RESOURCES ASSIGNED TO THE VALUE CHAIN COMPONENT
326

Figure 1C

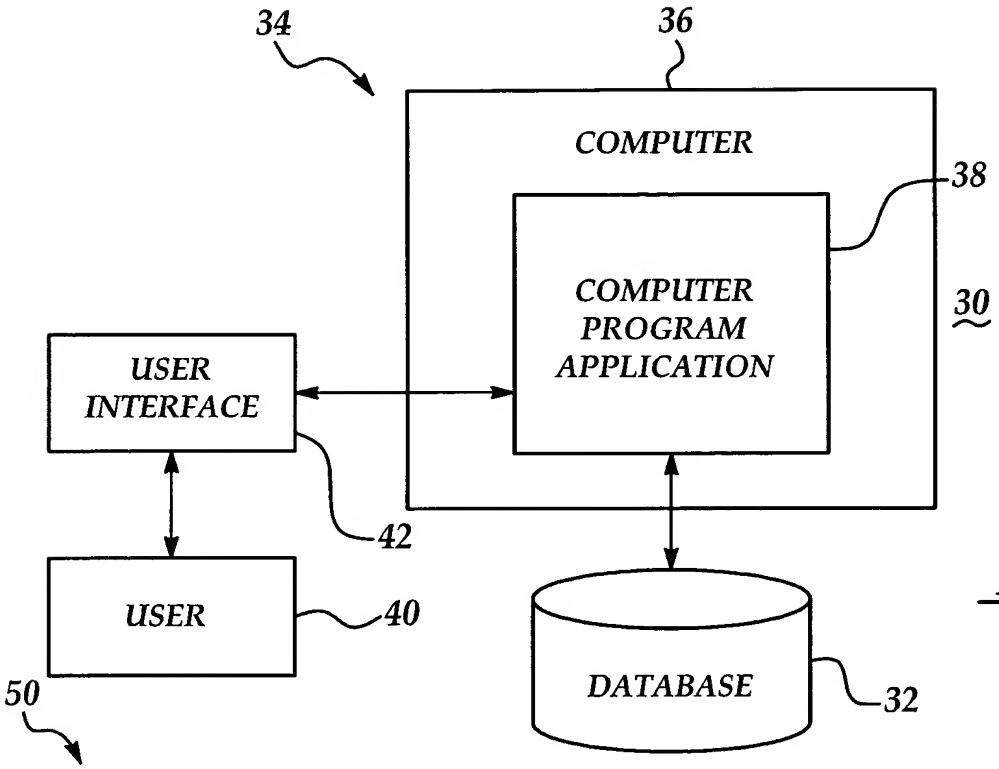


Figure 2

50

Summary Portal Screen

Alerts & Notifications EDIT

Object	Name	Message
Goal	Customer Satisfaction	Baseline Change
Program	Operations Improvement	Variance Exceeded
Program	ebilling	New

Collaboration EDIT

Forum	Threads	Posts
General	5	10
Goals	17	93
Program	2	22
Resources	4	54
Value Chain	6	77

News EDIT

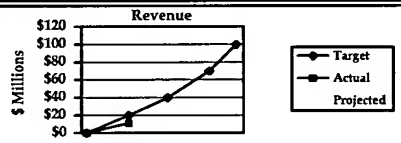
Message
Project Consolidation metrics reporting is due 5/15/03
New Road Map document is available
IQ Net Income: $571 Million

Goals EDIT

Goal Status EDIT

Goal	Target	Status
Increase Revenues	$100 M	▽
Decrease Provisioning Cycle Time	10 Days	●
Increase Customer Satisfaction	2 Points	●

Goal: Increase Revenues EDIT



Programs EDIT

Programs EDIT

Program	Scope	Schedule	Budget
Product Consolidation	●	60%	▽
Overseas Market Expansion	▽	20%	●
Operations Improvement	▼	40%	●

Programs Performance History EDIT

Program	2002			2003
	Q2	Q3	Q4	Q1
Product Consolidation	●	●	●	
Overseas Market Expansion	▽	▼	▽	▽
Operations Improvement	●	▽	▼	▽

Resources EDIT

Enterprise Tree EDIT

- ⊟ enterprise root
  - ⊞ Advanced Technologies
  - ⊞ GA
  - XYZ Terraforming
  - ⊞ IT
  - PE
  - ME

User Listing EDIT

Name	Email	Time
Name 1	name 1@ email.com	5/5/2003 4:16:54 PM
Name 2	name 2@ email.com	
Name 3	name 3@ email.com	5/14/2003 5:00:16 PM
Name 4	name 4@ email.com	
Name 5	name 5@ email.com	

Value Chain EDIT

Value Chain Component Inventory

	Total	On Target
Value Chains	2	2
Goals	8	6
Programs	25	18
Resources	3,578	1,589

Value Chain Status EDIT

VC	Component	Status
Telecom Lifecycle		
	Sales	●
	Provisioning	▽
	Billing	
	Customer Service	▼

Figure 3A

52

Program Detail Report

Program Name:	ASIA Sales Office	Date:	6/5/2003

Owner:	Joe Black
Parent Program:	EDITDA
Group Association:	Operations
Priority:	High
Date Created:	1/1/2002

Program Description/Purpose

Program Scorecard

Overall Status		Baseline Values					
Current	Projected	Scope	Budget	Schedule	Resources	Benefits	Business Value
▽	●	●	▼	40%	●	▽	▽
		text	$1,000,000	12/31/2003	text	$1,500,000	$500,000 NPV

Scope

Scope Scorecard	Baseline Description
●	Produce 50 widgets by year end in North America
text	

Budget

Budget Scorecard	Baseline	Actuals	
	Budget	Burned	% Burned
▼	$1,000,000	$250,000	25%
$1,000,000			

Schedule

Schedule Scorecard	Baseline		Actuals	
	Start Date	End Date	% Schedule	% Complete
40%	1/1/2003	12/31/2003	25%	input
12/31/2003				

Schedule Detail				Budget Detail		
Deliverables	Start	End	% Complete	Budget	Burned	% Burned
Deliverable 1	mm/dd/yy	mm/dd/yy	%	$	$	%
Deliverable 2						
Deliverable 3						
Total (calculated)	mm/dd/yy	mm/dd/yy	%	$	$	%

Resources

Resources Scorecard	Baseline Description
●	Have 5 qualified resources on board by mid year
text	

Resources Detail

User	Role	Role Description	email	phone	Company	Organization
John Black	Owner					
Alan Jones	Analyst		aj@bb.com	123-123-1234	BBB	
Harry Adams	Analyst	industry SME			Joe's Automotive	Research

Benefits

Benefits Scorecard	Baseline	Actuals	
	Benefit	Current	Remaining
▽	$1,500,000	$50,000	$1,450,000
$1,500,000			

Benefits Detail

Benefits (contribution to goals)	Planned Benefit	Current Benefit Achieved	Remaining Benefit	Description Notes
Increase Revenue	$100,000	$50,000	$50,000	
Decrease Cost	$400,000		$400,000	
Increase Customer Service	$1,000,000		$1,000,000	increase 4 points @ $250k/pt
Total	$1,500,000	$50,000	$1,450,000	

Business Value

Business Value Scorecard	Business Value Measurement	Baseline Value	Default	Reference Components	
				Benefits	Budget
▽	NPV	$500,000	yes	▽	▼
$500,000 NPV	ROI	50%	no	$1,500,000	$1,000,000
	B/E	18 months	no		

Figure 3B

54

Goal Detail Report

Goal Name:	Increase Revenue

Date:

Owner:	Joe Black
Parent Goal:	EDITDA
Group Association:	Operations
Metric/Goal Indicator:	Goal
Priority:	High
Date Created:	1/1/2003

Goal Description

Goal Increase Revenue	Overall Status		Baseline Values			
	Current	Projected	Target Date	Target Value	Current Actual	Remaining
Status	▽	●	▽	▼		
Value			1/1/2003	$400,000	$200,000	$200,000

Business Value

Detail Targets and Actuals			
Date	Target	Actual	Variance
6/1/2002	$0	$100,000	$100,000
9/1/2002	$300,000	$200,000	($100,000)
1/1/2003	$400,000		
Total	$400,000	$200,000	($200,000)

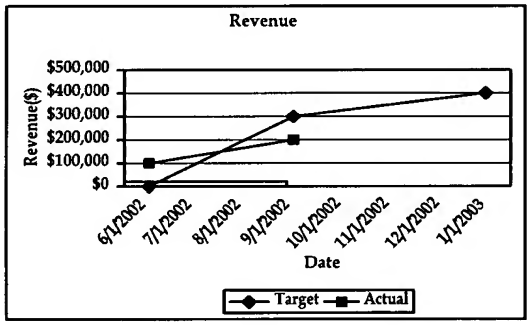


Figure 3C

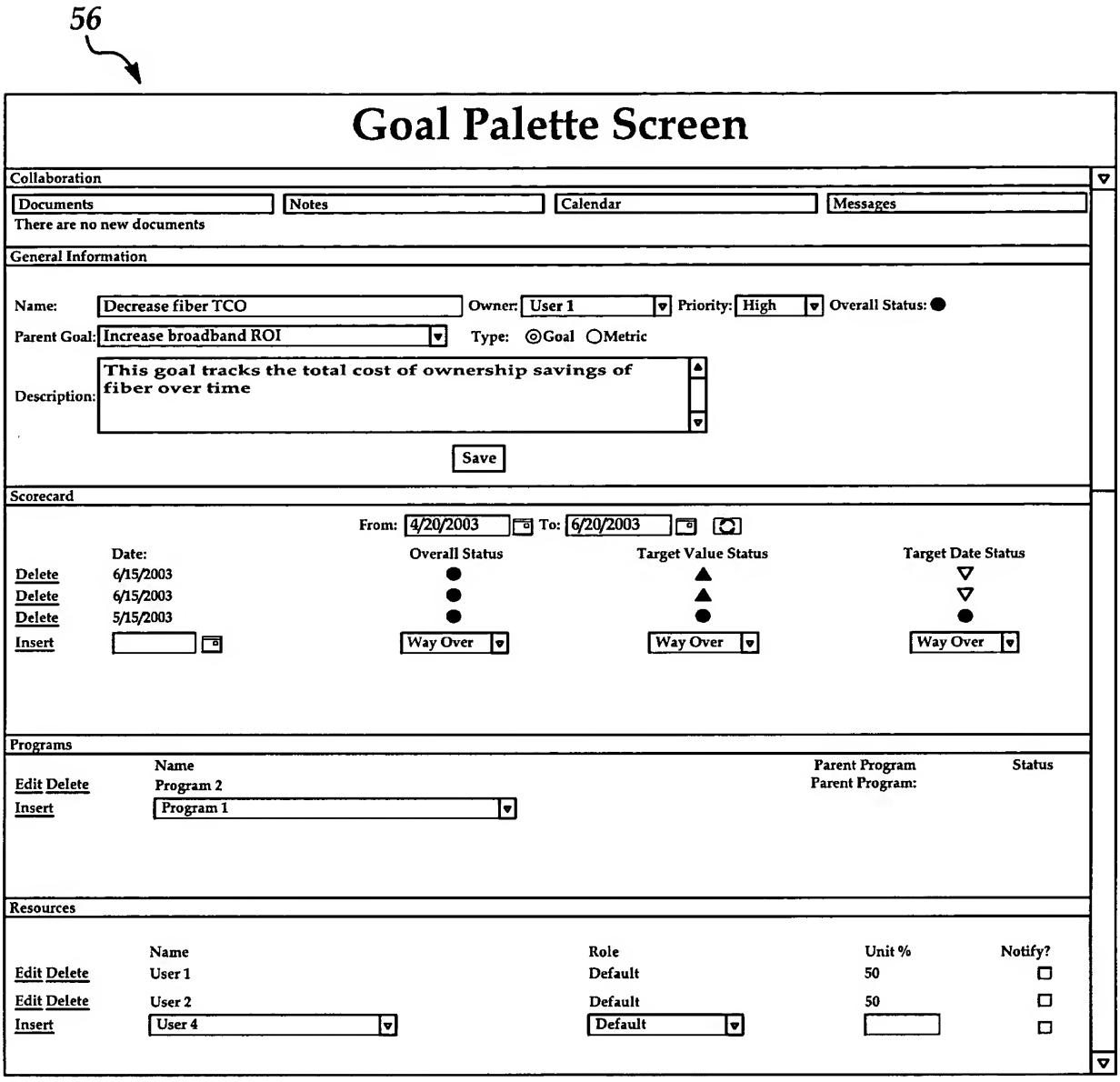


Figure 3D

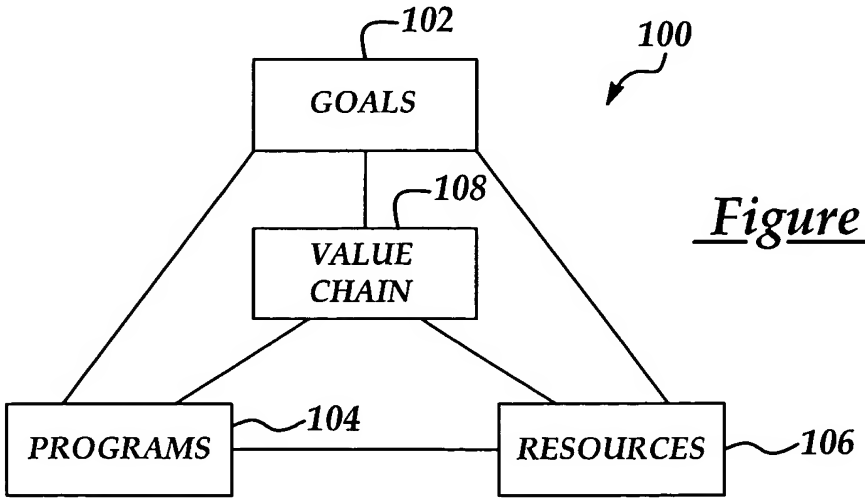


Figure 4